

## **MAKING THE MOST OF YOUR DENTAL VISIT: INFORMATION FOR FAMILIES AND PROVIDERS**

The following information is critical to the quality of the dental services provided for individuals with disabilities. Dr. Ray Lyons, Dr. Alicia Grady and their staff ask that you review and share this information.

The Specialty Needs Dental Clinic is devoted to providing excellent dental services for persons in New Mexico who have intellectual or developmental disabilities (I/DD). The Dentists and their staff are highly trained and want the dental visit to be as stress free as possible for the individual.

Please read the following and contact the Clinic staff at 1-505- 232-5710, if you have any questions.

❑ **Location and contact information:**

The Specialty Needs Dental Clinic is located at 7905 Marble NE, Albuquerque, NM. 87110.

Phone: 505-232-5720

Fax: 505-232-5720

Hours: 6:30 AM – 5:00PM Monday – Thursday

The Clinic is closed on Fridays and all State Holidays.

*If you cannot make it to a scheduled appointment or are running late, please call the main number above!*

**The following information is VERY IMPORTANT. Please review this and make sure you are ready for each visit!**

❑ **Medication needed before the Dental visit must be given by Family or agency staff as ordered!**

- Not everyone needs medication before a dental visit but some individuals must have medication!
- Dr Lyons or Dr Grady usually order the medication to be given one hour or one half hour before the scheduled appointment time.
- Plan your trip CAREFULLY if medication is needed:
  - If you live close, give the medication as ordered before you leave home. .
  - New Mexico is a big state, if you must travel several hours or more to get to the appointment, DO NOT give the medication before you leave home! Please plan on stopping if needed and have the medicine, water and all needed supplies with you to deliver the medication as ordered! This may add to your overall travel time.

❑ **Current Paperwork is needed!**

- **Developmental Disabilities Waiver Clients: Please bring a copy of the current Health Passport and Physician Consultation Form including current insurance and guardian information.**
- **Family or Staff must be able to report any medical issues** which occurred since the last dental visit such as new diagnosis, new medications, new drug allergies, any illness, hospitalizations or surgeries. Agency nurses or health care coordinators are encouraged to contact the Dental Office via phone or written document with any medical concerns.
- **Please bring the Legal Guardian's name, address and all phone numbers.** Agency staff must bring accurate information in case of an emergency treatment need.

❑ **Staff must also know the current address and phone number of their agency!**

Please provide this in writing for any new staff.

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- ❑ **Appointments**
  - ❑ **Please be on time for the appointment.** The clinic is busy and one late arrival impacts everyone. If you arrive late, you may need to wait until Dr Lyons or Dr Grady can fit you in later in the day. If you are uncertain about the date and time of the appointment, please call the dental office at 841-5270!
  
  - ❑ **A failed appointment denies access for other people who need to see the dentists.** Please give the clinic more than 24 hour notice if you are unable to keep an appointment, so that the time can be used to treat others. Repeated “no shows” can lead to dismissal from the practice
  
- ❑ **Please make good travel plans.** Travel often takes longer than planned due to weather, driving conditions, road work or the individual’s needs. Consider the following when traveling to the Dental Clinic:
  - Dress comfortably for travel. Bring a change of clothing and adequate sweaters or coats for the individual.
  - If the individual uses disposable underwear (Attends), please bring extra undergarments, gloves, wipes and trash bags for the entire trip. Bring more than you think you will need. Disposable underwear and wipes are NOT available in the Dental Clinic. A handicapped accessible bathroom/changing room is available.
  - Dr Lyons and Dr Grady may order some individuals to be NPO (NPO means they may not eat or drink) before their dental appointment. They will be hungry after the appointment. **Please plan ahead and bring money, food or tube feedings for after the appointment. Bring any medications needed for the rest of the day and the trip home.**
  - It is often best to have familiar staff members with the individual.

*Thank you for helping to make this dental visit relaxing and comfortable for our patients!*